

Capture OnTheGo™

ELIMINATE PAPER-BASED
PROCESSES AND CUT TIME
SPENT ON MANUAL LABOR



This Objectif Lune customer prefers not to be named.

COMPANY PROFILE

OL TELECOM

Thanks to Capture OnTheGo, one of the largest operators of mobile and internet services and a global leader in corporate telecommunication services eliminates paper-based processes and cuts time spent on manual labor by 80%.



Before

THE ISSUES

- ⊘ Too many types of contract (TV, mobile, internet, etc) result in too many different sales conditions.
- ⊘ It took 20 minutes to process a new order and some potential customers refused to wait that long.
- ⊘ Salespeople wasted time with complex training and paperwork.
- ⊘ Too many employees were required to complete the whole order process.

Objectives

- A solution for B2B & B2C transactions
- Quick and easy access to every document and customer history
- Reduce waiting time on location
- Offer a personalized approach to customer
- Centralize contract terms for improved management
- Eliminate paper and start digitizing contracts
- Integrate electronic signatures on documents
- Bring speed and accuracy to the billing process
- Improve archiving of documents by integrating SharePoint Server



Now

THE BENEFITS

- 👍 OL Telecom has reduced customer waiting time. Processing customer orders now takes less than 3 minutes!
- 👍 Thanks to mandatory fields on the e-form, OL Telecom eliminates human errors on contracts.
- 👍 Contracts are now 15 pages shorter.
- 👍 Salespeople no longer need time-consuming, complex training to learn about all the contracts.
- 👍 In-store employees are more productive and work smarter.